

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
April 29, 2020

The April 29, 2020 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened virtually at 1:00 p.m. via the Zoom videoconference service. GHC 9-1-1 is located at 10220 Fairbanks N. Houston Rd., Houston, Texas 77064.

Board Members Bill Anders, Mark Denman, Dennis Storemski, Vergil Ratliff, Russell Rau, Shawn Thompson, and legal counsel, Harris County Assistant Attorney Tommy Ramsey were present for the virtual Board meeting, 26 people were in attendance.

Chairman Rau thanked the GHC 9-1-1 staff, telecommunicators, first responders, and frontline healthcare workers for their service during the COVID-19 pandemic. Chairman Rau welcomed several Boy Scouts who were virtually attending the Board meeting to meet requirements towards their Citizenship in the Community merit badge. Chairman Rau also recognized Board Secretary Anders for being an Eagle Scout.

Agenda Item 1—“Pledges of Allegiance.” The U.S. and Texas pledges of allegiance were recited.

Agenda Item 2—“Approval of Minutes.” The minutes of the Board meeting of February 26, 2020 were approved with a motion by Board Secretary Anders and seconded by Board Member Ratliff. Motion passed unanimously.

Agenda Item 3—“Citizens Appearances.” There were no citizens wishing to appear before the Board.

Executive Director Lavergne Schwender thanked the Board Members for all their support during the COVID-19 pandemic. Ms. Schwender mentioned that GHC 9-1-1 continues to work diligently to keep operations running. For the immediate future, GHC 9-1-1 staff will continue to work remotely. She announced that GHC 9-1-1 has not experienced any confirmed cases of COVID-19.

Agenda Item 4—“Financial Report.” Chief Financial Officer Tino Fonseca presented the investment report for the first quarter ending March 31, 2020. He reported that the average yield for the investments was 1.865%.

Mr. Fonseca continued with a brief overview of the overtime expenses and the monthly financial report totals ending March 31, 2020 as follows:

- Cash and cash equivalents \$ 15.9 million
- Invested funds for Operations \$ 6.9 million
- Liabilities \$ 3.6 million
- Receipts \$ 11.2 million
- Disbursements \$ 5.8 million

Mr. Fonseca provided an overview of the remaining budget balance report; Mr. Fonseca stated he will closely monitor the service fees revenue in the upcoming months. Board Member Storemski inquired about “Network & Connectivity Services” and Mr. Fonseca explained the budget line item is under budget due to anticipated delays in the transition to new NG911 system, which has caused a delay of monthly router payments. Mr. Fonseca stated services are operating normal and there are no concerns.

Mr. Fonseca closed the financial report with a brief overview of the receipts and disbursements, 9-1-1 Service Fee Revenue by type and the cash expenditures trend charts. He mentioned that the public accounting firm Whitley Penn is conducting the annual audit, and reminded Board Members about submitting the auditor’s questionnaire.

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director Lavergne Schwender reported that there was nothing new to report regarding Federal, state, and local legislative/regulatory topics. Chairman Rau thanked Chief of Operations Stan Heffernan for the weekly status reports he provides to the Board.

Agenda Item 6—“Operations Report—Transmittal and Discussion of Operational Matters.” Mr. Heffernan also thanked the Board Members and the GHC 9-1-1 Staff for their support and hard work. Mr. Heffernan mentioned that GHC 9-1-1’s partnership with all the area 9-1-1 call centers has been a great experience thus far.

Mr. Heffernan reported there were no internal/external P1 service issue tickets during the month of March, 2020. He continued with a brief overview of the Network Utilization, PSAP 9-1-1 Sessions Report and the PSAP 9-1-1 Trending Charts. Next, he presented the call statistics for Houston Emergency Center (HEC) and Harris County Sheriff’s Office (HCSO) provided by those agencies. Mr. Heffernan thanked both major centers for their hard work and cooperation. He added that a temporary mobile office trailer was equipped with 9-1-1 call-taking equipment and setup in the HEC parking lot for more flexibility for their call center, if needed.

Mr. Heffernan continued with the 9-1-1 call Service Level Agreement (SLA) report for all PSAPs/SSAPs, noting a few call centers had a slight decrease in their call service levels. Board Member Denman suggested recognizing PSAPs with low SLAs and telecommunicators for the jobs that they do as first responders. Mr. Heffernan stated GHC 9-1-1 will look into options for recognizing those agencies that maintain low SLAs. Board Member Ratliff and Ms. Clauson both mentioned that telecommunicators are recognized at the annual Texas Public Safety Conference, held in Galveston, for all their hard work. Ms. Clauson also stated that GHC 9-1-1 recognizes telecommunicators with tokens of appreciation two times a year, during Telecommunicator Week in April and for 9-1-1 Day (September 11). Board Member Denman said he would like the message to get out on a regional level in regards to recognizing telecommunicators, so citizens and local area elected officials are aware of the day-to-day efforts of telecommunicators. There was some discussion on recognition events and ways to get the message out; Board Secretary Anders suggested promoting it to the Harris County Mayors' and Councils' Association. Mr. Heffernan concluded his report with the training update. Board Secretary Anders asked how GHC 9-1-1 stood with personal protective equipment (PPE). 9-1-1 Service Officer, Roger Hauck stated GHC 9-1-1 was following guidelines set by state/local officials and the PSAPs, and PPE had been distributed to all field staff.

Agenda Item 7—"Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts." Public Information Officer Sonya Clauson reported that public education materials were distributed to several community events like safety/health fairs and local school districts during the month of March. At 1:17p.m. Ms. Clauson experienced technical difficulties and was disconnected.

Ms. Schwender added that the National Emergency Number Association (NENA) Conference is scheduled June 13-18, 2020, and there was no word yet on whether the conference would be rescheduled or cancelled.

Ms. Clauson came back online at 1:19p.m. Ms. Clauson announced that due to the COVID-19, there was a slight change in plans for public education month in April, 2020. GHC 9-1-1, with input from PSAPs, created public messages related to telecommunicator appreciation and COVID-19 to disseminate through social media. Next, Ms. Clauson gave an update on the public awareness media campaign. GHC 9-1-1 digital media campaign implemented messages related to COVID-19, public education messages about text-to-9-1-1, and emergency profile sign up services. Ms. Clauson concluded her report with examples of GHC 9-1-1's social media pages and messages about proper use of 9-1-1 particularly relevant to COVID-19.

Board Member Denman experienced technical difficulties and was disconnected at 1:50 p.m. Board Member Denman was back online immediately at 1:50 p.m.

Agenda Item 8—“Announcements—Next Board Meeting, Upcoming Events.” Chairman Rau advised of the following: 1) The next meeting of the Board of Managers is scheduled for Wednesday, May 27, 2020; 2) National Emergency Number Association (NENA) Conference: June 13–18, 2020, Long Beach, CA; 3) Texas Public Safety Conference: August 30 – September 2, 2020, Galveston, TX.

Attendee, Boy Scout Deven Stephens-Burnett requested to address the Board. He commented that he enjoyed the Board meeting.

There being no further action, the meeting was adjourned at 1:56 p.m.

Minutes approve unanimously. Signatures pending.

Russell S. Rau, Chairman

William B. Anders, Secretary/Treasurer

Motioned: Mark Denman

Seconded: Bill Anders

Vote: Yes 5 No 0

Date: 5/27/2020

Meeting held virtually due to health/safety concerns related to COVID-19.